

**Before the
Federal Communications Commission
Washington, D.C. 20554**

In the Matter of)	
)	
Consumer Information and Disclosure)	CG Docket No. 09-158
)	
Truth-in-Billing and Billing Format)	CC Docket No. 98-170
)	
IP-Enabled Services)	WC Docket No. 04-36

**ATTACHMENTS TO REPLY COMMENTS OF THE
NATIONAL ASSOCIATION OF STATE UTILITY CONSUMER ADVOCATES
IN RESPONSE TO NOTICE OF INQUIRY**

- (i) WIRELESS SERVICE AGREEMENT SUMMARY AND EXPLANATION OF
ADDITIONAL CHARGES FROM AT&T'S WEBSITE (4 pp.)**
- (ii) COPY OF MATERIALS PRINTED FROM SPRINT'S WEBSITE (4 pp.)**
- (iii) COPY OF US CELLULAR WEBSITE'S EXPLANATION OF NATIONAL 450
PLAN FEATURES AND RELATED CHARGES (1 p.)**

Wireless Service Agreement | Wireless from AT&T, formerly Cingular - Microsoft Internet Explorer provided by WWPSC

http://www.wireless.att.com/learn/articles-resources/wireless-terms.jsp

Google

Wireless Service Agreement | Wireless from AT&T, for...

att.com | Wireless Home | Personal | Business Center | About Us | My Account

Find a Store | Coverage Viewer | Español | Cart | Search | Go

at&t

EXPLORE | Why AT&T | Wireless Basics | Messaging & Internet | Ringtones & Downloads | Music & Video | International | Resources

Be Sensible | Community Support | Parental Controls | Smart Limits for Wireless | MEdia Net Parental Controls | FAQs | CTIA Consumer Code | Cell Phone Records Security | Wireless Local Dealer Program | Emergency Preparedness | Health & Safety Information | Disability Resources

Wireless Service Agreement

Terms of Service

Rate Plan Terms

Wireless Data Service Terms and Conditions

Feature Terms

GoPhone (Prepaid) Terms of Service

Pick Your Plan Terms

Pay As You Go Terms

Welcome to AT&T. We're pleased that you've selected us as your wireless carrier. Please use this page as a reference for questions about your service and the terms and conditions that apply to the use of your service.

This Service Agreement applies to all wireless service except for GoPhone (prepaid) service. For the terms and conditions that apply to GoPhone (prepaid) service, go to the Gophone Terms of Service and Pick Your Plan Terms or Pay As You Go Terms.

Your Service Agreement

This Service Agreement between you and AT&T Mobility governs your use of AT&T's wireless service. Other agreements will apply to your use of other AT&T services. The Service Agreement is made up of three different pieces: 1) the Terms of Service; 2) Rate Plans and Plan Terms (including the Data Service Terms and Conditions); and 3) Feature Terms and Conditions relating to any features you may have selected. You can accept the Service Agreement in several different ways: (i) by giving us your electronic signature via our website; (ii) by giving us your electronic signature over the phone through our automated phone consent process; (iii) by signing an electronic signature pad; (iv) in certain third party retail locations, by giving us your written signature; or (v) by using the wireless service after a modification to your service if you have been informed that continued use of the new service will mean you've

Internet 100%

**Health & Safety
Information****Disability Resources**

This Service Agreement between you and AT&T Mobility governs your use of AT&T's wireless service. Other agreements will apply to your use of other AT&T services. The Service Agreement is made up of three different pieces: 1) the Terms of Service; 2) Rate Plans and Plan Terms (including the Data Service Terms and Conditions); and 3) Feature Terms and Conditions relating to any features you may have selected. You can accept the Service Agreement in several different ways: (i) by giving us your electronic signature via our website; (ii) by giving us your electronic signature over the phone through our automated phone consent process; (iii) by signing an electronic signature pad; (iv) in certain third party retail locations, by giving us your written signature; or (v) by using the wireless service after a modification to your service if you have been informed that continued use of the new service will mean you've given us your acceptance.

Your Rate Plan

The rate plan you select is an important part of your Service Agreement. You should carefully review all of the rate plan materials we provided, including your Customer Service Summary. The rate plan covers the monthly service fees, additional per minute charges, any other included minutes (such as nights and weekends or mobile to mobile) and charges for data services such as MediaNet, Text Messaging, Picture and Video Messaging and VideoShare. The rate plan also explains other charges that might apply to optional features or services. The Plan Terms, and the Data Service Terms and Conditions set forth the terms and conditions relating to these rate plans. Additional features or services may have other terms and conditions.

Taxes, Fees and Discretionary Charges

Taxes, fees and discretionary charges will apply to your wireless service and will be reflected on your bill. AT&T Mobility imposes either a Regulatory Cost Recovery Charge of up to \$1.38 or a Regulatory Programs Charge of \$1.75 to help defray costs incurred to comply with State and Federal telecommunications regulations, such as E911 deployment, State and Federal Universal Service, and other government mandates on AT&T Mobility. These charges are not taxes or government required assessments on end-user customers. AT&T Mobility has chosen to pass through these charges to its customers. Actual tax/fee/surcharge information for a particular locality can be found at wireless.att.com/cell-phone-service/additionalcharges/.

[Wireless Site Map](#) | [Wireless Service Agreement](#) | [Cell Phone Records Security](#)[Privacy Policy](#) | [Careers](#) | [Contact Us](#) | [Terms of Use](#)

© 2009 AT&T Intellectual Property.

All rights reserved. AT&T, the AT&T logo and all other AT&T marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.



Close

Coverage area: 25304 (CHARLESTON) Edit Print this page

Additional Charges

The additional charges for new customers in your area are shown below, including explanations of each charge.

The amounts shown below are based on the highest fee/surcharge rates assessed in your state; your actual fees/surcharges may be less. In addition to the AT&T charges described below, you will be billed for mandatory taxes and fees imposed by federal, state, and local governments on wireless subscribers.

	State	WEST VIRGINIA
Regulatory Cost Recovery Charge	0.8	
Federal Universal Service Fund	12.3%	
State Universal Service Fund	\$0.00	
Other AT&T Surcharges	0.00%	

Regulatory Cost Recovery Charge

The Regulatory Cost Recovery Charge is a charge assessed by AT&T associated with payment of government imposed fees and to recover the costs of compliance with government imposed regulatory requirements. It may include costs incurred in prior years that are not yet fully recovered. It is not a tax or charge which the government requires AT&T to collect from its customers. This charge is subject to change from time to time as the cost of compliance changes.

Components of the Regulatory Cost Recovery Charge

This charge is composed of the following elements:

Federal Regulatory Fee

This component is designed to recover the annual fee imposed on AT&T by the Federal Communications Commission (FCC); this fee is assessed by the FCC on each of the entities it regulates.

Telecommunications Relay Service (TRS)

This component is designed to recover the contributions that AT&T is required to make into the Federal TRS fund. This fund is designed to assist hearing and speech impaired persons with making and receiving messages.

Wireless Number Portability and Number Pooling

This component is designed to recover the costs associated with the federal mandates of number portability and number pooling:

Wireless Local Number Portability (WLNP)

This enables customers to keep their wireless telephone numbers when they switch wireless service providers.

Number Pooling

This is a telephone number conservation method that helps to delay area code exhaust situations.

Enhanced 911 (E911)

This component is designed to recover the costs in certain states where E911 cost recovery for wireless carriers does not exist or exists in a fashion that only provides partial recovery of E911-related costs. These E911 costs relate to government mandates requiring wireless carriers to deploy advanced technology to help emergency response agencies to better determine the location of the customer calling 9-1-1.

Wireless Tower Mandates Costs

This component is designed to recover certain costs incurred by AT&T to comply with the additional administrative requirements associated with regulations relating to wireless towers, including regulations imposed by the National Environmental Protection Act, Clean Water Act, Clean Air Act, Resource Conservation and Recovery Act, Endangered Species Act, and the Emergency Planning and Community Right to Know Act. This charge also recovers certain costs

associated with regulations relating to historic properties impact studies, antenna registration, and costs incurred to comply with requirements related to the inspection of marked and lighted cell towers.

State Area Code Relief Costs

This component is designed to recover certain costs incurred by AT&T to comply with mandated geographic splits to implement new area codes in areas where an existing area code is close to number exhaustion.

Customer Proprietary Network Information (CPNI) Notification Costs

This component is designed to recover costs incurred by AT&T to comply with FCC CPNI notice requirements.

Network Outage Reporting Costs

This component is designed to recover certain costs incurred by AT&T to comply with FCC-mandated network outage reporting requirements.

State Commission Annual Reporting Costs (Applies only in IN, KY, LA, NM, OH, VA, WI, WV, WY)

This component is designed to recover certain costs incurred by AT&T to comply with state-mandated annual reports and filings required to be filed with the state utility commission or other state governmental entities.

Gross Receipts Surcharge (Missouri Only)

This component is designed to cover costs incurred and payments made by AT&T Mobility to settle claims related to past gross receipts taxes claimed by certain municipalities applicable to Missouri customers who are also billed a Municipal Gross Receipts Surcharge.

Puerto Rico Regulatory Fee (Puerto Rico Only)

This component is designed to recover the intra-island fee imposed on AT&T by the Puerto Rico Telecommunication Regulatory Board (PRTRB); this fee is assessed by the PRTRB on Telecom Service Revenue.

Federal Universal Service Fund Fee

The Federal USF, created by the federal government, is designed to help ensure first-class, affordable telecommunications service for all consumers across the country, especially residents in high cost rural communities and low-income customers. Additionally, the Federal USF provides for discounted telecommunications services for schools, libraries and rural health-care facilities. All telecommunications providers are required to pay into the Federal USF, and their contributions may be recovered from customers.

State Universal Service Fund Fee

Certain states have established state Universal Service Funds. The purpose of these state universal service funds is to ensure affordable telecommunications service for all consumers in the state, especially residents in high-cost rural areas and low-income customers. In certain states, all telecommunications providers are required to pay into these funds, and their contributions may be recovered from customers.

Other AT&T Surcharges

A percentage based and/or flat fee that AT&T assesses on the customer that allows it to recover its costs with regard to specific government taxes or fees imposed on the Company's gross receipts, sales and/or property. Such fees include the State Telecommunications Relay Services, gross receipts surcharges, 911 access line charges, DEAF surcharges, local wireless surcharges, state infrastructure and similar surcharges, a property tax surcharge variable up to \$1.00 (Puerto Rico only) and other fees imposed for government purposes. The Other AT&T Surcharges are remitted by the Company to the government but are not mandated charges to the customer.



Know about Sprint surcharges, taxes, fees and other charges

Original Post Date: Sep 29, 2009

In addition to the monthly service charges billed for Sprint's Services, Sprint Surcharges, taxes, fees and other charges may be applied to your monthly invoice based on the type of wireless service you have and your geographical location. Examples include, but are not limited to:

Administrative Charge

The Administrative Charge is currently \$0.99 per line per month and is assessed by Sprint to help defray various costs imposed on Sprint by other telecommunications carriers, including, but not limited to, charges imposed by local telephone companies for delivery of calls from our customers to their landline customers and for certain network facilities and services we must purchase from them. The Administrative Charge is not a tax and is not an amount we are required to collect from you by law. The Administrative Charge, and the components used to calculate this charge, are subject to change from time to time.

Regulatory Charge

The Regulatory Charge is currently \$0.20 per line per month and is assessed by Sprint to help defray costs of various federal, state, and local regulatory programs. The Regulatory Charge is not a tax and is not an amount we are required to collect from you by law. The Regulatory Charge, and the components used to calculate this charge, is subject to change from time to time.

Gross Receipts Recovery

Some states, counties, and cities impose gross receipts taxes and excise taxes on telecommunications providers. Sprint may choose to recover the costs associated with these gross receipts taxes by charging customers a monthly recovery fee on each line of service. Gross Receipts Fees appear as a separate line item in the Sprint Surcharges or Surcharges and Fees section of your invoice. These charges are not taxes and are not an amount we are required to collect from you by law.

State & Local Taxes

States, counties, cities, and special taxing districts may assess various taxes on wireless communication services and/or the sales and rentals of wireless phones. Applicable taxes are collected by Sprint and remitted to the jurisdiction that is assessing the tax.

State & Local Required 911 Charges

Some states and localities require wireless carriers to collect a fee for 911 funds. These fees vary by state and locality. Applicable taxes are collected by Sprint and remitted to the jurisdiction that is assessing the tax.

Federal & State Universal Service Fund Assessment


Federal: All interstate telecommunications service providers are required to contribute to the Federal Universal Service Fund (USF). The Federal USF subsidizes telecommunications services in rural and high-cost areas, services for low-income consumers, and services for schools, libraries, and rural health care providers. Sprint charges a monthly fee per line to recover the cost of these contributions and may include other charges also related to this governmental program. There are different assessment rates applicable to long distance and international charges, and to non-long distance charges, creating two line items on the invoice. This

charge is not a tax or a government-imposed fee. The rate of this monthly charge can vary quarterly based on the USF contribution factor established by the Federal Communications Commission.

State: Telecommunication service providers may also be required to contribute to a State Universal Service Fund (USF). The funds collected may be used to assist in providing universal service and to a variety of other programs at the state level. This charge is not a tax or government-imposed fee.

State Specific Information

Washington State Customers: Sprint chooses to collect the Washington State Business & Occupation Fee of 0.471% of customer's monthly billed charges to recover Sprint's costs of complying with the Washington State B&O Tax Statute. This is not a tax or an amount we are required to collect from you by law, and it is subject to change.

Average user rating 
(41 ratings)



Simply Everything

GPS: Unlimited maps, turn-by-turn directions and more with Sprint Navigation for Sprint and PowerSource phones, or TeleNav™ for Nextel phones. GPS reliability varies by environment.

Sprint Mobile Email: Access multiple personal email accounts in a single application on featured phones. Providers include: AOL, Windows Live (including MSN/Hotmail), Yahoo! and Gmail.

Sprint Mobile Email Work: Access to corporate email on feature phones (non PDA devices) through Outlook Web Access (OWA) or a desktop redirector. If your company uses Lotus Notes Domino, you can obtain access to that email on your phone through redirector software that can be downloaded and then direct mailed to your phone.

Receive corporate email on Microsoft Exchange™ 2000, 2003 and 2007 and on Lotus Notes™ Domino versions 6.0, 6.5 and 7.0 through a desktop redirector software.

BlackBerry® Internet Service (BIS): Manage up to 10 different accounts with a simple three-click email setup, and IM on the go with Yahoo!® Messenger, AIM®, Google Talk and BlackBerry Messenger. **Please note:** BlackBerry Enterprise Server (BES), which provides secure corporate email access and access to corporate IT administration, is not included and available for an additional cost.

Music Premier: Take your music with you and use your phone as an MP3 player and radio. Enjoy streaming radio channels, featured local radio stations from across the country and 99¢ wireless music downloads. For the full radio line-up, visit sprint.com/radio.

TV Premier: Watch shows, sports, news, movies and more, choose from: exclusive content, short clips or full-length episodes. For the full line-up, visit sprint.com/tvguide.

Messaging: Unlimited nationwide, text, picture and video messages to anyone on any network.

Direct Connect® and Group Connect®: Unlimited instant connections, nationwide and at the push of a button. Group Connect is limited to 20 participants on the same network.

Mobile to Mobile: Stnd. roaming rates/restrictions apply. Only available with select Sprint Plans and while on the Nationwide Sprint or Nextel National Networks (excludes calls to voicemail, 411, and other indirect methods).

Phone as modem or tethering: not included.

Corporate, government or special discounts: Do not apply.

Standard features

All Sprint voice plans automatically come with these great features:

Voicemail: Your phone's answering service. Voicemail answers your calls and takes messages when you are not available.

Call Waiting: Like a second line for your phone, Call Waiting lets you decide whether to switch to the new call-or send it to Voicemail.

Caller ID: View the phone number of an incoming call, so you know who is calling before your answer. All unanswered calls automatically roll over to your Voicemail.

Caller ID Block: Block your phone number from appearing on the phone of the person you're calling.

Three-Way Calling: Talk to two people at the same time. You can initiate Three-Way Calling even if you didn't start the phone call (airtime and long-distance charges apply for both of the calls in your Three-Way Calling party).

Call Forwarding: Forward incoming calls to the phone number you specify. (\$0.20/minute).

Numeric Paging: Set your Voicemail to allow callers to send a numeric page to your phone.

Sprint 411: Access Directory Assistance. Just dial 411 from your Sprint or Nextel phone to get dinner reservations, movie listings, driving directions and more (\$1.79/call, airtime charges also apply).

Emergency Calls: Call 911 from anywhere in our network with no airtime charges.

Non-Emergency Calls: Report traffic accidents, motorist problems, careless drivers or other non-emergency incidents using special dialing numbers (such as #77, 311).

Rates & Fees: Monthly charges exclude taxes, Sprint Surcharges [incl. USF charge of up to 12.3% (varies quarterly), Administrative Charge (up to \$1.99/line/mo.), Regulatory Charge (\$0.20/line/mo.) & state/local fees by area]. Sprint Surcharges are not taxes or gov't-required charges and are subject to change. Sprint chooses to collect Washington State B&O Fee of 0.471% of your monthly billed charges to recover its costs. Details: sprint.com/taxesandfees.

Important Service/Product Specific Terms

© 2009 Sprint. All rights reserved.

Print | Close

National 450

\$39.99
per month

450 Included minutes

This National Plan comes with 450 minutes per month for \$39.99. U.S. Cellular National calling plans provide you with all the benefits of our high quality network and award winning customer service. All new National Plans give you the freedom to use your minutes in all 50 states (including Incoming Calls) with no roaming or long distance charges.

Discover The Difference - take our best network challenge... test our products... experience our customer service... and make sure they are right for you. **Freedom to change** - you can change to any qualifying calling plan or service offer at any time. **New phone pledge** - you don't have to wait until the end of your contract to get a new phone.

Get Unlimited Incoming Calls so you can talk all you want. Incoming Calls are not deducted from package minutes. Incoming Calls on new National plans are valid when receiving calls in the National calling area. View the coverage maps for details.

The following features are included with this plan:

- Unlimited Incoming Calls
- Incoming text messages

The following features are available for purchase with this plan:

- Unlimited Nights and Weekend Minutes starting at 9 PM for \$8.00
- Unlimited Mobile-to-Mobile Minutes available for \$6/month

Other Plan Details

- ▷ \$0.00 Activation fee
- ▷ \$150.00 Cancellation fee
- ▷ \$0.49 each additional minute

Included Features

- ▷ Nationwide Long Distance
- ▷ Call Waiting
- ▷ Text Messaging e-mail Address
- ▷ Unlimited Incoming Calls
- ▷ Conference calling
- ▷ Caller ID
- ▷ Voicemail
- ▷ Call Forwarding

PLEASE NOTE: Prospective customers must have a billing address within U.S. Cellular's licensed markets to be eligible for service. Offers valid with two-year service agreement. All service agreements subject to early termination fee. Credit approval required. \$30 activation fee waived only when ordering online. Roaming charges, fees, surcharges, overage charges, and taxes apply. 96¢ Regulatory Cost Recovery Fee applies; this is not a tax or government required charge. Network coverage and reliability may vary. Usage rounded up to the next full minute. Use of service constitutes acceptance of our terms and conditions. Other restrictions apply. National rate plans: U.S. Cellular reserves the right to terminate your service if less than 50% of your overall minutes in each of three consecutive billing cycles are used in U.S. Cellular's licensed markets. Family Plan: Limit 5 lines per account. Monthly charge of \$10.00 per line applies to lines 3-5. Mobile-to-Mobile rate applies to calls you make or receive to and from other U.S. Cellular customers in your Mobile-to-Mobile calling area (see map for details). Roaming Indicator on your phone must be off for Mobile-to-Mobile rates to apply. Incoming Calls are not deducted from package minutes and are available only when receiving calls in your calling area. See brochure for details. Night and Weekend Minutes valid Monday through Friday 7 p.m. to 6:59 a.m., or 9 p.m. to 5:59 a.m. (depending on calling plan) and all day Saturday and Sunday. Night and Weekend Minutes are available throughout your rate plan calling area. See brochure for details. Mobile-to-Mobile rate applies to calls you make or receive to and from other U.S. Cellular customers in your Mobile-to-Mobile calling area (see map for details). Roaming Indicator on your phone must be off for Mobile-to-Mobile rates to apply.

© 2009 U.S. Cellular